

## DON'T BECOME A VICTIM OF FRAUD

**A TRUE STORY** – Mrs. B, a 92 year old woman living alone in the Lakes Region of NH, received an unexpected delivery of special shoe inserts from a Florida medical supply company without a complete return address. She knew she and her doctor had not ordered such supplies.

A few weeks later there was a \$450 charge for “Orthopedic Shoe Inserts” on her Medicare Summary Notice and she may be billed \$120!

Mrs. B., who had previously worked with ServiceLink on other Medicare matters decided to call for help. The Medicare Specialist at ServiceLink listened to Mrs. B's story and tracked down the telephone and address of the Florida company.

The company admitted it billed the wrong Medicare number and stated that the Medicare records would be corrected. Mrs. B was so relieved to know that ServiceLink helped her fix the problem and saved her and Medicare money.

### DON'T BE A VICTIM OF MEDICARE FRAUD

*If you suspect fraudulent Medicare billing; protect your Medicare number by reporting it. ServiceLink can help as part of the national program – **Senior Medicare Patrol** – funded by the Administration on Aging to educate consumers on healthcare fraud and reduce the billions of dollars wasted on billing errors and fraudulent activities.*



## EMPOWERING SENIORS TO PREVENT HEALTHCARE FRAUD



Visit the SMP locator at  
[www.smpresource.org](http://www.smpresource.org)

Call NH ServiceLink  
**1-866-634-9412 (Toll Free)**  
or  
**[www.servicelink.org](http://www.servicelink.org)**

This information is provided by an Agreement between the NH ServiceLink Aging and Disability Resource Center and the NH Department of Health and Human Services' Bureau of Elderly and Adult Services and partially funded by the Administration on Aging under grant #90-MP-0022.

## Beware of Healthcare Fraud

protect  
detect  
report



Find out how to  
prevent healthcare  
fraud



**1-866-634-9412**



# PROTECT

Protect yourself from Medicare errors, fraud and abuse.

# DETECT

Learn to detect potential mistakes, deceit and being taken advantage of.

# REPORT

If you suspect that you have been a target of a scam, oversight or abuse, please report it!



## Examples of Healthcare Fraud

### MARKETING FRAUD

Misleading or aggressive sales tactics

#### *If a sales person...*

Calls you and you feel unsure who they are or why they are calling

Comes to your home uninvited

Pretends to be from Medicare

Tries to sell you insurance over the phone or at home that you don't understand or need

These are all violations of Medicare law

#### *What do you do?*

It's okay to hang up!

Ask for the sales person's name and number. If you are interested, you can call them back

Contact ServiceLink to talk to a trained Medicare specialist

Call ServiceLink for an unbiased review of insurance plans

## Billing Errors

### INCORRECT OR MISLEADING BILLS

Problems with costs and services

#### **Medicare billing errors, such as...**

Billing for medical visits never provided

Billing for the same tests twice

Billing for a higher level of service

These errors can cost you and Medicare wasted dollars

#### *What do you do?*

Always keep track of your medical visits and compare services with your Medicare Summary Notices

If you question a bill, call the provider or call ServiceLink to check and correct any suspicious charges

## Unwanted Products

### SALES PRESSURE

Intimidating and unsolicited sales

#### **Equipment (electric wheelchairs, scooters) and other products and supplies...**

If you receive equipment or supplies not ordered by your doctor or

If you are offered FREE equipment in person or on the phone

These could be medically unnecessary or health care fraud

#### *What do you do?*

Never accept unwanted medical equipment or supplies not ordered by your doctor

Get the name and number of the person trying to sell you these products

Check your Medicare Summary Notice for incorrect charges to your Medicare number



Learning how to **PROTECT**, **DETECT** and **REPORT** suspected errors, fraud or abuse will protect you and other people from becoming victims and help save Medicare dollars.

**Call ServiceLink at 1-866-634-9412 (Toll Free) • Visit us online at [www.servicelink.org](http://www.servicelink.org).**

